MEDICAID CLAIMS WORKLOAD

AND

PROCESSING TIMES REPORT

JULY - SEPTEMBER 1984

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INTRODUCTION

The Medicaid Claims Workload and Processing Times Report is prepared on a quarterly basis by the Bureau of Quality Control, Division of Reports and Analysis. This report is designed to provide current information on workloads as well as timeliness of claims processing activities as reported by State agencies on the Monthly Statistical Report on Medical Care - Part IV (HCFA-120).

It is intended that the information in this report be used to identify individual State trends as well as problem areas toward which program monitoring activities should be directed in order to improve the timeliness of claims processing by the States. However, the information in this report cannot be used to determine the State's compliance with respect to the standards spelled out in the timely claims payment regulation (42 CFR 447.45). This regulation added new Medicaid State plan requirements for timely processing of claims from practitioners who are in individual or group practice or who practice in shared health facilities.

As part of the requirements of this regulation, Medicaid agencies must pay certain percentages of "clean" claims within specific time periods measured from date of receipt. The regulation gives the States the option of defining a claim as (1) a bill for services, (2) a line item of service or (3) all services for one recipient within a bill. "Clean" claims are those claims that can be processed without obtaining additional information from the provider of services or from a third party.

In contrast to the above, the information shown in this report is based on the following criteria:

(1) Common definition of a claim for each type of service category,

(2) claims processing time for State agencies determined using adjudication date instead of payment date, and

(3) inclusion of all paid claims and not just "clean" paid claims.

Therefore, because of these dissimilarities the information contained in this report cannot be used to determine adherence to the timely claims payment regulation.

Division of Reports and Analysis
February 1985

The following data on claims paid under the Medicaid Program are included in table 1 of this report by type of service:

Number of Claims

Percent Distribution of Claims by Type

Average Days from Date of Receipt to Date of Adjudication

Percent of Claims Requiring 30 Days or Less from Date of Receipt to Date of Adjudication

Percent of Claims Requiring 90 Days or Less from Date of Receipt to Date of Adjudication

At the end of the report is an Appendix providing definitions for claims and claim categories along with explanations of table headings for table 1. Comments and questions regarding the content and format of this report should be directed to: Health Care Financing Administration, Bureau of Quality Control, Office of Program Quality Evaluation, Room 260 East High Rise, 6325 Security Boulevard, Baltimore, Maryland 21207, (301) 594-9494.

MEDICAID CLAIMS WORKLOAD AND PROCESSING TIMES REPORT
JULY - SEPTEMBER 1984

Executive Summary

- o A study of Medicaid processing times for the July-September 1983 and 1984 quarters indicated a deterioration in States' claims processing performance.
  - + Average claim processing time rose approximately 5 percent to 14.2 days per claim for the 1984 quarter as compared to 13.5 days per claim for the 1983 quarter.
  - + The percentage of claims processed within 30 days decreased from 94.9 percent for the 1983 quarter to 91.9 percent during the 1984 quarter.
  - + The percentage of States processing over 99 percent of total claims within 90 days fell from 83.3 percent for the 1983 quarter to 75.5 percent for the 1984 quarter.
- o A comparison of claims volume for the same 36 States that submitted complete data for both the 1983 and 1984 July-September quarters, revealed a claims volume increase of 2.1 percent (108.5 million claims processed during the 1984 quarter compared to 107.2 million claims during the 1983 quarter.

MEDICAID CLAIMS WORKLOAD AND PROCESSING TIMES TABLES

OVERVIEW

The following tables are included in this report:

- Table A shows national data on the number of adjudicated claims and the percent distribution by type of claim for the most recent five quarters.
- Table B shows national data on processing times for all claims combined, and average processing time by selected types of claim for the most recent five quarters.
- Table C compares data on the number and the percent distribution of reporting States by the percent of all claims processed in 90 days or less for the July-September quarters for 1983 and 1984.
- Table 1 shows workload and processing time data by State for July-September 1984.
- Table 2 shows States' claims workload for July-September 1984 ranked by volume.

TABLE A: NUMBER OF MEDICAID CLAIMS AND PERCENT DISTRIBUTION BY TYPE OF CLAIM FOR REPORTING STATES
JULY 1983 - SEPTEMBER 1984

Quarter	Number of Reporting States	Adjudicated Claims	Percent of Distribution by Type of Claim								
			Total	Physician	Prescribed Drugs	Outpatient Hospital	Dental and Other Prac.	Inpatient Hospital	Long Term Care	Part A/ Part B Crossover	All Other Claims
1983											
July-September	49	124,147,226	100.0	18.4	34.0	10.1	8.2	0.8	2.9	12.4	13.2
October-December	53	126,749,621	100.0	18.8	34.8	10.0	8.2	0.8	2.9	11.5	12.9
1984											
January-March	53	131,390,771	100.0	18.3	35.9	9.9	8.1	0.8	2.9	11.1	12.9
April-June	52	140,243,478	100.0	18.5	33.7	10.3	8.4	0.8	3.1	11.7	13.5
July-September	50	120,256,017	100.0	17.6	34.0	10.4	8.2	0.8	3.0	11.9	14.1

TABLE B: SELECTED PROCESSING TIME DATA ON ALL AND SELECTED TYPES OF MEDICAID CLAIMS ADJUDICATED 1/
JULY 1983 - SEPTEMBER 1984

Quarter	All Types of Claims: Average Processing Time (Days)	All Types of Claims: Percent of Claims Requiring 30 Days or Less	All Types of Claims: Percent of Claims Requiring 90 Days or Less	Averaging Processing Time (Days) For Selected Types of Claims: Physician	Prescribed Drugs	Outpatient Hospital	Dental and Other Prac.	Inpatient Hospital	Long Term Care	Part A/Part B Crossover	All Other Claims
1983											
July-September	13.5	94.9	99.6	17.0	12.4	13.7	15.0	17.2	8.8	9.3	15.4
October-December	14.0	94.2	99.7	17.7	12.5	14.5	16.2	16.6	8.7	9.7	15.8
1984											
January-March	15.0	92.8	99.7	18.6	13.6	15.1	18.3	17.0	8.7	10.4	17.0
April-June	13.8	95.2	99.7	17.3	12.5	15.0	15.2	16.1	8.1	9.9	15.5
July-September	14.2	91.9	99.6	18.1	12.9	15.9	15.2	17.3	10.1	9.7	15.6

1/ From date received to date adjudicated.

TABLE C: NUMBER AND PERCENT DISTRIBUTION OF REPORTING STATES BY PERCENT OF TOTAL CLAIMS PROCESSED IN 90 DAYS OR LESS FROM DATE OF RECEIPT TO DATE OF ADJUDICATION FOR JULY-SEPTEMBER QUARTERS 1983 VS 1984

Percent of Claims Adjudicated	July-September 1983		July-September 1984	
	Number of States	Percent Distribution	Number of States	Percent Distribution
Less than 97.0	1	2.1	1	2.0
97.1 - 98.0	3	6.3	2	4.1
98.1 - 99.0	4	8.3	9	18.4
99.1 - 100.0	40	83.3	37	75.5
TOTAL	48 1/	100.0	49 1/	100.0

1/ One State agency reporting workload data failed to report average days from receipt to adjudication.

TECHNICAL NOTES

In analyzing the national data as shown on table 1, it should be noted that a few States failed to submit all of the monthly reports (Part IV of HCFA-120) for the subject period covered in this report. This fact is indicated by the footnote "1" next to the State name. In order to ascertain whether a State processed a particular claim type or failed to submit any reports, it is necessary to refer to the part of the table showing "Total Claims." Where zeroes appear under the column heading "Number of Claims" on this table, those States have failed to submit any reports for the subject report period. A footnote "1" with corresponding data, however, indicates that one or more (but not all) reports were submitted for that report period. A footnote "2" indicates that although all reports were submitted for the subject period, not all data were used in the calculations due to some reporting error on the part of that State. On the other hand, if a State provides counts of claims workload but fails to submit processing time data (i.e. completes only column 1 on workload data on Part IV of the HCFA-120) asterisks (***) will appear under the appropriate column headings indicating it was impossible to perform the calculations on these data.

TABLE 1: MEDICAID PAID CLAIMS -- WORKLOAD AND PROCESSING TIME DATA FOR SELECTED CLAIM CATEGORIES BY HHS REGION AND STATE, JULY-SEPTEMBER 1984

HHS REGION AND STATE	PHYSICIAN CLAIMS					PRESCRIBED DRUGS				
			DATE OF RECEIPT TO DATE OF ADJUDICATION					DATE OF RECEIPT TO DATE OF ADJUDICATION		
	NUMBER OF CLAIMS	PERCENT OF TOTAL	AVERAGE DAYS	PERCENT REQUIRING 30 DAYS OR LESS	PERCENT REQUIRING 90 DAYS OR LESS	NUMBER OF CLAIMS	PERCENT OF TOTAL	AVERAGE DAYS	PERCENT REQUIRING 30 DAYS OR LESS	PERCENT REQUIRING 90 DAYS OR LESS
TOTALS FOR REPORTING STATES1/	21,184,984	17.6	18.1	85.4	99.3	40,859,929	34.0	12.9	94.5	99.9
BOSTON 1/	768,170	13.4	15.8	90.8	99.4	2,021,652	35.2	8.1	98.7	100.0
CONNECTICUT	176,018	12.4	19.3	82.6	99.1	538,893	37.9	9.3	99.0	100.0
MAINE	148,535	18.5	9.3	97.8	99.7	277,260	34.4	7.7	99.6	99.9
MASSACHUSETTS 1/	312,593	12.0	15.9	88.7	99.3	821,021	31.4	8.0	97.6	99.9
NEW HAMPSHIRE 1/	25,894	13.7	15.8	99.8	100.0	85,844	45.6	10.7	100.0	100.0
RHODE ISLAND	33,695	10.2	5.5	100.0	100.0	180,716	54.8	6.4	99.8	100.0
VERMONT	71,435	18.2	25.1	98.7	99.8	117,918	30.1	5.2	99.9	100.0
NEW YORK	3,970,333	13.4	14.3	96.7	99.8	7,876,192	26.7	13.5	97.0	99.9
NEW JERSEY	845,947	24.9	8.2	98.5	99.8	1,445,846	42.5	11.2	96.5	99.8
NEW YORK	3,124,299	12.4	15.9	96.2	99.8	6,422,564	25.5	13.9	97.2	100.0
PUERTO RICO	0	.0	---	---	---	0	.0	---	---	---
VIRGIN ISLANDS	87	.5	54.9	24.1	74.7	7,782	48.5	55.6	32.4	66.1
PHILADELPHIA	2,200,324	18.3	14.7	92.1	99.7	4,931,825	41.1	11.9	94.1	100.0
DELAWARE	43,463	28.5	13.5	93.0	99.6	63,684	41.8	10.5	99.8	100.0
WASHINGTON D.C.	280,002	30.0	24.3	73.5	98.8	172,278	18.5	19.9	87.4	99.3
MARYLAND	676,932	28.7	11.7	99.9	100.0	759,128	32.2	10.0	98.4	100.0
PENNSYLVANIA	658,901	10.9	15.7	97.4	100.0	2,755,174	45.7	12.2	98.7	100.0
VIRGINIA	416,196	21.8	4.2	99.7	100.0	869,971	45.5	3.8	100.0	100.0
WEST VIRGINIA	124,830	20.0	39.5	38.6	98.2	311,590	49.9	32.9	30.0	99.7
ATLANTA 1/	2,661,242	19.3	10.1	96.3	99.3	6,153,554	44.7	7.5	99.4	100.0
ALABAMA	274,873	12.9	8.6	99.0	100.0	883,599	41.6	5.8	100.0	100.0
FLORIDA	846,192	23.3	5.4	99.7	100.0	1,827,291	50.4	7.7	100.0	100.0
GEORGIA 1/	0	.0	---	---	---	0	.0	---	---	---
KENTUCKY 1/	379,516	24.2	8.4	98.0	99.4	550,154	35.0	2.8	99.6	100.0
MISSISSIPPI	215,139	15.8	12.2	88.4	100.0	741,259	54.6	7.8	97.6	100.0
NORTH CAROLINA	278,277	17.1	14.4	94.6	99.9	670,928	41.3	7.4	99.3	100.0
SOUTH CAROLINA	367,743	30.7	15.2	92.2	95.9	478,337	40.0	10.0	98.3	99.7
TENNESSEE	299,502	13.2	15.1	94.4	99.9	1,001,986	44.2	9.7	99.6	100.0
CHICAGO 1/	4,659,476	20.7	17.2	89.2	99.8	8,514,100	37.7	12.8	98.2	99.9
ILLINOIS	1,305,342	20.9	12.5	97.5	99.9	2,803,271	45.0	14.4	99.5	100.0
INDIANA	389,138	17.3	19.4	93.5	99.7	1,016,899	45.2	9.5	99.7	100.0
MICHIGAN	1,832,564	26.5	17.0	91.9	99.8	2,171,070	31.5	14.0	97.9	99.9
MINNESOTA	411,189	19.2	24.7	53.0	99.6	713,469	33.3	9.2	94.1	99.7
OHIO 1/	393,188	22.4	19.8	81.2	99.8	715,599	40.7	12.5	94.8	100.0
WISCONSIN	328,055	10.0	21.3	91.0	100.0	1,093,792	33.5	11.4	98.6	99.9

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS *** UNABLE TO CALCULATE

TABLE 1: MEDICAID PAID CLAIMS -- WORKLOAD AND PROCESSING TIME DATA FOR SELECTED CLAIM CATEGORIES
BY HHS REGION AND STATE, JULY-SEPTEMBER 1984

HHS REGION AND STATE	PHYSICIAN CLAIMS: NUMBER OF CLAIMS	PHYSICIAN CLAIMS: PERCENT OF TOTAL	PHYSICIAN CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION AVERAGE DAYS	PHYSICIAN CLAIMS: PERCENT REQUIRING 30 DAYS OR LESS	PHYSICIAN CLAIMS: PERCENT REQUIRING 90 DAYS OR LESS	PRESCRIBED DRUGS: NUMBER OF CLAIMS	PRESCRIBED DRUGS: PERCENT OF TOTAL	PRESCRIBED DRUGS: DATE OF RECEIPT TO DATE OF ADJUDICATION AVERAGE DAYS	PRESCRIBED DRUGS: PERCENT REQUIRING 30 DAYS OR LESS	PRESCRIBED DRUGS: PERCENT REQUIRING 90 DAYS OR LESS
DALLAS	1,811,414	18.8	13.6	96.0	99.7	3,862,162	40.2	11.4	99.4	100.0
ARKANSAS	188,400	14.1	13.7	97.5	100.0	577,301	43.2	10.1	99.9	100.0
LOUISIANA	582,854	21.4	17.0	97.3	99.8	1,281,074	47.0	13.1	99.6	100.0
NEW MEXICO	106,074	22.4	15.6	91.6	99.5	174,407	36.8	10.1	98.1	99.9
OKLAHOMA	61,560	10.5	17.8	81.8	99.0	285,210	48.6	17.9	96.6	100.0
TEXAS	872,526	19.4	10.7	96.3	99.6	1,544,170	34.3	9.3	99.8	100.0
KANSAS CITY 1/	513,055	20.6	9.3	95.1	99.5	992,377	39.8	4.4	98.9	99.9
IOWA 1/	0	.0	---	---	---	0	.0	---	---	---
KANSAS	208,756	24.5	3.0	99.7	100.0	350,463	41.1	1.9	100.0	100.0
MISSOURI 1/	304,299	18.5	13.7	91.9	99.1	641,914	39.1	5.8	98.3	99.8
NEBRASKA 1/	0	.0	---	---	---	0	.0	---	---	---
DENVER 1/	255,693	15.5	21.9	79.2	98.4	726,049	44.1	8.5	98.8	99.7
COLORADO	48,354	6.9	20.6	87.0	99.9	339,222	48.4	7.1	99.9	100.0
MONTANA	40,136	17.9	18.8	90.3	97.3	114,670	51.0	12.8	96.2	99.0
NORTH DAKOTA	52,483	21.1	40.8	44.8	95.8	97,521	39.2	8.2	98.6	100.0
SOUTH DAKOTA	30,652	17.6	13.8	96.9	99.6	69,600	39.9	10.6	99.8	100.0
UTAH 1/	67,603	25.3	11.4	91.8	99.2	105,036	39.3	7.4	97.6	98.9
WYOMING 1/	16,465	53.8	30.9	55.0	98.8	0	.0	---	---	---
SAN FRANCISCO	3,783,665	18.8	34.2	49.8	97.5	4,805,122	23.9	25.7	69.9	99.4
CALIFORNIA	3,439,255	18.0	35.8	46.0	97.3	4,473,558	23.5	26.9	68.0	99.4
GUAM	11,460	32.2	18.9	73.0	99.3	11,769	33.1	11.2	92.8	100.0
HAWAII	299,345	35.9	18.4	88.1	99.0	268,244	32.1	11.4	95.8	99.7
NEVADA	33,605	20.5	19.2	94.3	99.7	51,551	31.5	2.9	99.4	100.0
SEATTLE 1/	561,612	20.2	20.1	89.1	99.6	976,896	35.1	12.1	97.7	99.9
ALASKA 1/	20,042	45.0	12.4	94.1	99.9	0	.0	---	---	---
IDAHO	31,087	15.1	16.1	87.2	99.1	61,484	29.8	9.9	97.6	99.3
OREGON	192,213	24.7	20.0	88.7	99.4	322,802	41.4	13.4	98.2	99.9
WASHINGTON	318,270	18.2	21.0	89.2	99.8	592,610	33.9	11.6	97.4	100.0

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS *** UNABLE TO CALCULATE

TABLE 1: MEDICAID PAID CLAIMS -- WORKLOAD AND PROCESSING TIME DATA FOR SELECTED CLAIM CATEGORIES BY HHS REGION AND STATE, JULY-SEPTEMBER 1984

HHS REGION AND STATE	OUTPATIENT CLAIMS: NUMBER OF CLAIMS	OUTPATIENT CLAIMS: PERCENT OF TOTAL	OUTPATIENT CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION: AVERAGE DAYS	OUTPATIENT CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION: PERCENT REQUIRING 30 DAYS OR LESS	OUTPATIENT CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION: PERCENT REQUIRING 90 DAYS OR LESS	DENTAL AND OTHER PRACTITIONER SERVICES: NUMBER OF CLAIMS	DENTAL AND OTHER PRACTITIONER SERVICES: PERCENT OF TOTAL	DENTAL AND OTHER PRACTITIONER SERVICES: DATE OF RECEIPT TO DATE OF ADJUDICATION: AVERAGE DAYS	DENTAL AND OTHER PRACTITIONER SERVICES: DATE OF RECEIPT TO DATE OF ADJUDICATION: PERCENT REQUIRING 30 DAYS OR LESS	DENTAL AND OTHER PRACTITIONER SERVICES: DATE OF RECEIPT TO DATE OF ADJUDICATION: PERCENT REQUIRING 90 DAYS OR LESS
TOTALS FOR REPORTING STATES 1/	12,448,980	10.4	15.9	88.2	99.8	9,864,359	8.2	15.2	93.6	99.7
BOSTON 1/	591,250	10.3	9.7	95.4	99.7	507,310	8.8	12.8	94.5	99.7
CONNECTICUT	122,111	8.6	10.9	93.7	99.8	125,808	8.8	13.4	95.4	99.8
MAINE	84,320	10.5	5.2	98.5	99.5	68,943	8.6	9.3	98.3	99.8
MASSACHUSETTS 1/	327,173	12.5	10.0	94.4	99.6	243,171	9.3	13.4	92.4	99.7
NEW HAMPSHIRE 1/	5,793	3.1	15.6	99.9	100.0	12,788	6.8	15.5	99.9	100.0
RHODE ISLAND	29,540	8.9	5.8	100.0	100.0	27,764	8.4	17.0	91.3	99.7
VERMONT	22,313	5.7	20.7	99.8	100.0	28,836	7.4	8.5	99.2	99.9
NEW YORK	4,722,214	16.0	12.3 2/	97.8 2/	100.0 2/	2,461,982	8.3	14.3	96.8	99.9
NEW JERSEY	162,190	4.8	5.6	99.5	100.0	331,386	9.7	10.0	98.2	99.9
NEW YORK	3,666,954	14.5	12.6	97.8	100.0	2,130,316	8.4	15.0	96.6	99.9
PUERTO RICO	886,950	98.4	***	***	***	0	.0	---	---	---
VIRGIN ISLANDS	6,120	38.1	25.6	64.9	100.0	280	1.7	30.2	76.4	91.8
PHILADELPHIA	1,494,745	12.4	11.8	96.6	99.9	902,480	7.5	17.1	92.8	99.8
DELAWARE	13,239	8.7	12.0	95.4	99.9	2,665	1.7	15.1	92.8	99.7
WASHINGTON D.C.	191,025	20.5	10.8	94.4	99.8	16,627	1.8	30.7	78.5	96.4
MARYLAND	397,621	16.9	6.4	99.2	100.0	122,820	5.2	14.4	99.8	100.0
PENNSYLVANIA	779,474	12.9	14.4	98.3	100.0	639,464	10.6	17.8	93.8	100.0
VIRGINIA	77,057	4.0	3.8	100.0	100.0	87,792	4.6	5.4	99.6	99.7
WEST VIRGINIA	36,329	5.8	38.7	36.5	98.2	33,112	5.3	38.9	35.9	99.2
ATLANTA 1/	801,040	5.8	9.3	99.0	100.0	718,012	5.2	9.5	97.6	99.8
ALABAMA	70,121	3.3	8.2	98.9	100.0	99,163	4.7	8.4	99.2	100.0
FLORIDA	148,734	4.1	5.7	99.6	100.0	199,827	5.5	5.4	99.9	100.0
GEORGIA 1/	0	.0	---	---	---	0	.0	---	---	---
KENTUCKY 1/	148,902	9.5	7.8	99.5	100.0	81,776	5.2	7.6	98.9	99.8
MISSISSIPPI	43,898	3.2	7.9	98.0	100.0	32,540	2.4	10.4	96.0	100.0
NORTH CAROLINA	191,108	11.8	11.8	97.7	99.8	122,979	7.6	11.8	97.5	100.0
SOUTH CAROLINA	64,803	5.4	9.0	99.8	100.0	78,638	6.6	15.0	88.6	98.5
TENNESSEE	133,474	5.9	12.8	99.6	100.0	103,089	4.5	13.0	97.8	99.8
CHICAGO 1/	1,914,038	8.5	16.7	90.5	99.7	1,892,113	8.4	16.1	92.4	99.9
ILLINOIS	449,681	7.2	12.0	97.6	100.0	394,713	6.3	11.4	99.5	100.0
INDIANA	167,965	7.5	14.2	99.2	100.0	233,859	10.4	20.6	92.0	99.9
MICHIGAN	747,108	10.8	19.2	89.4	99.6	496,912	7.2	16.6	93.1	99.9
MINNESOTA	168,560	7.9	27.3	48.6	99.0	298,585	13.9	14.0	90.1	99.9
OHIO 1/	199,637	11.4	11.1	99.3	100.0	197,261	11.2	21.7	83.8	100.0
WISCONSIN	181,087	5.5	16.8	98.1	100.0	270,783	8.3	16.0	89.7	99.9

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS *** UNABLE TO CALCULATE

TABLE 1: MEDICAID PAID CLAIMS -- WORKLOAD AND PROCESSING TIME DATA FOR SELECTED CLAIM CATEGORIES BY HHS REGION AND STATE, JULY-SEPTEMBER 1984

HHS REGION AND STATE	OUTPATIENT CLAIMS: NUMBER OF CLAIMS	OUTPATIENT CLAIMS: PERCENT OF TOTAL	OUTPATIENT CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION: AVERAGE DAYS	OUTPATIENT CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION: PERCENT REQUIRING 30 DAYS OR LESS	OUTPATIENT CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION: PERCENT REQUIRING 90 DAYS OR LESS	DENTAL AND OTHER PRACTITIONER SERVICES: NUMBER OF CLAIMS	DENTAL AND OTHER PRACTITIONER SERVICES: PERCENT OF TOTAL	DENTAL AND OTHER PRACTITIONER SERVICES: DATE OF RECEIPT TO DATE OF ADJUDICATION: AVERAGE DAYS	DENTAL AND OTHER PRACTITIONER SERVICES: DATE OF RECEIPT TO DATE OF ADJUDICATION: PERCENT REQUIRING 30 DAYS OR LESS	DENTAL AND OTHER PRACTITIONER SERVICES: DATE OF RECEIPT TO DATE OF ADJUDICATION: PERCENT REQUIRING 90 DAYS OR LESS
DALLAS	501,327	5.2	11.0	96.3	99.7	364,784	3.8	11.9	95.4	99.7
ARKANSAS	41,327	3.1	12.9	98.4	100.0	54,614	4.1	12.8	99.0	100.0
LOUISIANA	150,483	5.5	10.3	98.1	99.9	74,784	2.7	14.6	98.9	99.7
NEW MEXICO	23,800	5.0	27.0	61.7	96.6	41,817	8.8	12.6	92.7	99.7
OKLAHOMA	9,529	1.6	18.1	84.6	100.0	15,760	2.7	18.4	81.8	99.5
TEXAS	276,188	6.1	9.5	98.3	99.9	177,809	4.0	9.8	94.7	99.7
KANSAS CITY 1/	219,319	8.8	12.5	91.9	98.7	201,108	8.1	9.1	95.7	99.8
IOWA 1/	0	.0	---	---	---	0	.0	---	---	---
KANSAS	41,815	4.9	3.1	99.9	100.0	79,663	9.3	4.8	99.7	100.0
MISSOURI 1/	177,504	10.8	14.7	90.0	98.4	121,445	7.4	11.9	93.0	99.6
NEBRASKA 1/	0	.0	---	---	---	0	.0	---	---	---
DENVER 1/	85,732	5.2	12.3	95.6	99.3	109,164	6.6	17.9	85.7	98.6
COLORADO	43,361	6.2	9.2	99.3	100.0	21,668	3.1	16.4	92.6	99.9
MONTANA	9,563	4.3	21.1	90.2	96.4	14,896	6.6	17.2	93.2	99.0
NORTH DAKOTA	6,770	2.7	18.5	86.7	99.9	29,103	11.7	23.6	67.8	99.3
SOUTH DAKOTA	7,456	4.3	12.4	99.5	100.0	10,967	6.3	8.9	99.8	100.0
UTAH 1/	16,838	6.3	10.7	94.6	98.5	30,837	11.5	16.6	89.8	96.6
WYOMING 1/	1,744	5.7	29.3	63.1	99.1	1,693	5.5	29.1	71.4	95.1
SAN FRANCISCO	1,973,258	9.8	31.4	51.2	99.5	2,462,040	12.3	17.6	90.4	99.3
CALIFORNIA	1,927,881	10.1	31.6	50.4	99.5	2,333,609	12.2	17.3	90.9	99.4
GUAM	5,316	14.9	12.2	93.5	99.7	374	1.1	23.8	80.5	100.0
HAWAII	27,538	3.3	22.3	83.0	98.6	118,310	14.2	22.2	80.2	97.3
NEVADA	12,523	7.6	26.1	80.6	99.4	9,747	5.9	12.3	98.9	99.8
SEATTLE 1/	146,057	5.3	16.4	94.0	99.8	245,366	8.8	16.7	92.3	99.7
ALASKA 1/	5,593	12.6	9.9	98.4	99.9	6,233	14.0	14.7	89.5	99.7
IDAHO	16,055	7.8	10.7	97.7	100.0	10,814	5.2	11.8	96.4	100.0
OREGON	63,151	8.1	17.4	92.5	99.9	45,072	5.8	24.5	78.6	98.8
WASHINGTON	61,258	3.5	17.4	94.2	99.6	183,247	10.5	15.1	95.5	100.0

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS *** UNABLE TO CALCULATE

TABLE 1: MEDICAID PAID CLAIMS -- WORKLOAD AND PROCESSING TIME DATA FOR SELECTED CLAIM CATEGORIES BY HHS REGION AND STATE, JULY-SEPTEMBER 1984

HHS REGION AND STATE	INPATIENT HOSPITAL CLAIMS					LONG TERM CARE CLAIMS				
			DATE OF RECEIPT TO DATE OF ADJUDICATION					DATE OF RECEIPT TO DATE OF ADJUDICATION		
	NUMBER OF CLAIMS	PERCENT OF TOTAL	AVERAGE DAYS	PERCENT REQUIRING 30 DAYS OR LESS	PERCENT REQUIRING 90 DAYS OR LESS	NUMBER OF CLAIMS	PERCENT OF TOTAL	AVERAGE DAYS	PERCENT REQUIRING 30 DAYS OR LESS	PERCENT REQUIRING 90 DAYS OR LESS
TOTALS FOR REPORTING STATES1/	952,040	.8	17.3	86.8	98.5	3,595,586	3.0	10.1	97.4	99.6
BOSTON 1/	77,815	1.4	13.6	93.2	99.3	223,420	3.9	5.2	97.4	99.7
CONNECTICUT	10,979	.8	14.0	87.6	99.4	66,705	4.7	3.5	95.5	99.3
MAINE	6,753	.8	9.7	94.2	98.9	35,723	4.4	3.7	98.5	99.6
MASSACHUSETTS 1/	51,561	2.0	14.0	93.4	99.2	80,160	3.1	6.1	99.2	100.0
NEW HAMPSHIRE 1/	1,320	.7	15.2	99.1	100.0	9,642	5.1	6.9	100.0	100.0
RHODE ISLAND	4,792	1.5	7.9	100.0	100.0	22,921	6.9	9.7	93.4	99.9
VERMONT	2,410	.6	25.4	95.6	99.8	8,269	2.1	1.6	98.7	99.5
NEW YORK	202,913	.7	12.3 2/	95.3 2/	99.8 2/	742,685	2.5	11.0	98.5	99.8
NEW JERSEY	30,289	.9	9.7	94.7	99.5	73,131	2.1	5.0	100.0	100.0
NEW YORK	157,148	.6	12.8	95.5	99.9	669,554	2.7	11.6	98.3	99.8
PUERTO RICO	14,795	1.6	***	***	***	0	.0	---	---	---
VIRGIN ISLANDS	681	4.2	24.0	74.7	98.2	0	.0	---	---	---
PHILADELPHIA	109,647	.9	23.1	86.3	92.6	326,795	2.7	11.3	98.8	100.0
DELAWARE	2,060	1.4	13.1	94.8	99.6	5,023	3.3	6.5	98.7	99.9
WASHINGTON D.C.	12,656	1.4	21.8	79.9	97.9	10,837	1.2	12.5	96.2	99.8
MARYLAND	26,426	1.1	15.7	97.8	100.0	69,685	3.0	10.7	99.3	100.0
PENNSYLVANIA	44,619	.7	15.1	94.4	100.0	165,323	2.7	13.8	98.6	100.0
VIRGINIA	15,299	.8	9.0	95.2	99.8	59,694	3.1	4.0	98.8	100.0
WEST VIRGINIA	8,587	1.4	117.0	.0	9.5	16,233	2.6	16.0	99.9	99.9
ATLANTA 1/	161,443	1.2	10.1	97.9	99.7	420,231	3.1	8.2	99.7	100.0
ALABAMA	12,405	.6	9.5	98.8	100.0	96,748	4.6	13.6	100.0	100.0
FLORIDA	25,288	.7	7.0	97.7	99.9	85,050	2.3	3.0	99.8	100.0
GEORGIA 1/	0	.0	---	---	---	0	.0	---	---	---
KENTUCKY 1/	14,833	.9	9.3	96.5	100.0	36,161	2.3	2.8	99.8	100.0
MISSISSIPPI	20,660	1.5	9.9	97.7	100.0	41,497	3.1	3.4	99.6	100.0
NORTH CAROLINA	18,427	1.1	9.7	98.8	100.0	55,818	3.4	2.8	99.3	100.0
SOUTH CAROLINA	53,704	4.5	11.5	97.6	99.2	38,050	3.2	8.9	99.5	99.8
TENNESSEE	16,126	.7	12.2	98.7	100.0	66,907	3.0	17.3	99.8	100.0
CHICAGO 1/	152,470	.7	14.7	91.3	99.7	819,886	3.6	8.3	98.2	99.9
ILLINOIS	55,096	.9	9.3	99.6	100.0	235,391	3.8	4.1	99.9	100.0
INDIANA	16,500	.7	17.3	93.4	99.6	117,938	5.2	10.5	98.8	100.0
MICHIGAN	44,129	.6	22.5	75.8	99.1	128,436	1.9	17.7	90.2	99.3
MINNESOTA	10,122	.5	10.8	98.8	100.0	159,272	7.4	.6	99.9	100.0
OHIO 1/	11,342	.6	13.0	94.2	100.0	50,385	2.9	12.0	99.7	100.0
WISCONSIN	15,281	.5	12.4	96.7	100.0	128,464	3.9	12.3	99.7	100.0

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS *** UNABLE TO CALCULATE

TABLE 1: MEDICAID PAID CLAIMS -- WORKLOAD AND PROCESSING TIME DATA FOR SELECTED CLAIM CATEGORIES BY HHS REGION AND STATE, JULY-SEPTEMBER 1984

HHS REGION AND STATE	INPATIENT HOSPITAL CLAIMS					LONG TERM CARE CLAIMS				
			DATE OF RECEIPT TO DATE OF ADJUDICATION					DATE OF RECEIPT TO DATE OF ADJUDICATION		
	NUMBER OF CLAIMS	PERCENT OF TOTAL	AVERAGE DAYS	PERCENT REQUIRING 30 DAYS OR LESS	PERCENT REQUIRING 90 DAYS OR LESS	NUMBER OF CLAIMS	PERCENT OF TOTAL	AVERAGE DAYS	PERCENT REQUIRING 30 DAYS OR LESS	PERCENT REQUIRING 90 DAYS OR LESS
DALLAS	68,155	.7	16.3	90.0	99.5	499,783	5.2	9.4	94.1	100.0
ARKANSAS	6,636	.5	13.6	96.1	100.0	48,102	3.6	.0	100.0	100.0
LOUISIANA	18,148	.7	10.3	98.4	100.0	84,181	3.1	6.2	99.6	100.0
NEW MEXICO	4,135	.9	16.4	87.8	99.2	9,769	2.1	5.2	98.0	100.0
OKLAHOMA	6,943	1.2	23.7	80.4	98.8	56,275	9.6	5.5	100.0	100.0
TEXAS	32,293	.7	18.5	86.3	99.3	301,456	6.7	12.6	90.4	100.0
KANSAS CITY 1/	18,974	.8	19.9	92.1	96.0	111,076	4.5	29.0	87.8	90.1
IOWA 1/	0	.0	---	---	---	0	.0	---	---	---
KANSAS	5,188	.6	5.2	99.7	100.0	44,923	5.3	.3	100.0	100.0
MISSOURI 1/	13,786	.8	25.4	89.2	94.4	66,153	4.0	48.5	79.5	83.4
NEBRASKA 1/	0	.0	---	---	---	0	.0	---	---	---
DENVER 1/	17,724	1.1	20.9	83.3	96.6	92,120	5.6	5.7	98.9	99.9
COLORADO	5,311	.8	13.7	96.3	99.7	35,104	5.0	7.1	99.6	100.0
MONTANA	2,856	1.3	18.7	89.8	97.9	11,224	5.0	6.1	98.0	99.6
NORTH DAKOTA	4,234	1.7	35.4	59.1	90.6	16,164	6.5	2.7	99.5	100.0
SOUTH DAKOTA	1,841	1.1	8.0	99.6	100.0	16,384	9.4	2.5	99.7	100.0
UTAH 1/	2,675	1.0	16.6	89.1	97.4	10,750	4.0	9.7	95.7	99.8
WYOMING 1/	807	2.6	42.5	45.1	93.3	2,494	8.1	7.8	98.1	99.6
SAN FRANCISCO	118,102	.6	34.3	47.7	98.3	265,187	1.3	13.0	95.5	99.5
CALIFORNIA	111,816	.6	34.8	46.1	98.3	245,442	1.3	13.0	95.7	99.4
GUAM	520	1.5	14.2	93.8	98.7	7	.0	24.6	71.4	100.0
HAWAII	4,409	.5	25.6	72.6	98.3	13,495	1.6	15.6	89.9	99.8
NEVADA	1,357	.8	28.0	81.5	98.0	6,243	3.8	7.8	99.7	99.9
SEATTLE 1/	24,797	.9	22.7	81.2	99.1	94,403	3.4	11.6	99.7	100.0
ALASKA 1/	5,563	12.5	15.2	91.6	99.2	2,680	6.0	14.2	94.9	99.9
IDAHO	1,529	.7	11.5	95.6	99.9	9,090	4.4	6.0	99.9	100.0
OREGON	3,748	.5	39.8	40.4	97.8	31,319	4.0	1.6	100.0	100.0
WASHINGTON	13,957	.8	22.4	86.4	99.3	51,314	2.9	18.5	99.8	99.9

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS *** UNABLE TO CALCULATE

TABLE 1: MEDICAID PAID CLAIMS -- WORKLOAD AND PROCESSING TIME DATA FOR SELECTED CLAIM CATEGORIES BY HHS REGION AND STATE, JULY-SEPTEMBER 1984

HHS REGION AND STATE	CROSSOVER CLAIMS: NUMBER OF CLAIMS	CROSSOVER CLAIMS: PERCENT OF TOTAL	CROSSOVER CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION AVERAGE DAYS	CROSSOVER CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION PERCENT REQUIRING 30 DAYS OR LESS	CROSSOVER CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION PERCENT REQUIRING 90 DAYS OR LESS	ALL OTHER CLAIMS: NUMBER OF CLAIMS	ALL OTHER CLAIMS: PERCENT OF TOTAL	ALL OTHER CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION AVERAGE DAYS	ALL OTHER CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION PERCENT REQUIRING 30 DAYS OR LESS	ALL OTHER CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION PERCENT REQUIRING 90 DAYS OR LESS
TOTALS FOR REPORTING STATES 1/	14,272,770	11.9	9.7	95.7	99.8	17,077,369	14.2	15.6	91.4	99.5
BOSTON 1/	516,933	9.0	6.0	99.3	99.9	1,043,152	18.1	14.8	92.5	98.8
CONNECTICUT	119,441	8.4	5.9	99.8	100.0	261,806	18.4	14.2	92.4	99.7
MAINE	104,665	13.0	10.7	98.5	99.9	78,775	9.8	11.9	97.4	99.7
MASSACHUSETTS 1/	222,084	8.5	3.5	99.7	99.9	555,212	21.2	13.8	92.9	99.3
NEW HAMPSHIRE 1/	18,920	10.0	15.1	99.9	100.0	28,199	15.0	15.8	99.8	100.0
RHODE ISLAND	9,834	3.0	10.8	92.5	99.8	20,811	6.3	10.3	97.3	99.9
VERMONT	41,989	10.7	2.8	99.3	99.7	98,349	25.1	25.3	83.7	92.3
NEW YORK	3,007,636	10.2	15.3	94.5	99.8	6,565,466	22.2	12.6	98.1	99.9
NEW JERSEY	65,249	1.9	11.3	92.0	99.6	449,417	13.2	8.4	98.2	99.8
NEW YORK	2,942,355	11.7	15.4	94.6	99.8	6,114,980	24.2	12.9	98.1	99.9
PUERTO RICO	0	.0	---	---	---	0	.0	---	---	---
VIRGIN ISLANDS	32	.2	15.0	100.0	100.0	1,069	6.7	30.3	62.3	98.1
PHILADELPHIA	336,807	2.8	10.4	91.9	99.8	1,705,905	14.2	14.3	94.4	99.5
DELAWARE	9,076	6.0	11.8	96.1	99.8	13,094	8.6	13.0	92.8	99.7
WASHINGTON D.C.	65,850	7.1	8.9	96.9	99.9	183,577	19.7	27.8	85.2	95.5
MARYLAND	0	.0	---	---	---	303,919	12.9	11.4	98.7	100.0
PENNSYLVANIA	59,040	1.0	16.8	95.3	100.0	927,934	15.4	13.4	97.8	100.0
VIRGINIA	170,511	8.9	2.7	99.8	100.0	215,896	11.3	4.1	99.9	100.0
WEST VIRGINIA	32,330	5.2	42.0	33.0	98.8	61,485	9.8	38.1	30.6	98.9
ATLANTA 1/	1,682,574	12.2	6.2	95.4	99.9	1,167,581	8.5	10.2	96.8	99.9
ALABAMA	536,235	25.3	9.0	88.8	100.0	149,461	7.0	7.2	99.2	100.0
FLORIDA	318,671	8.8	2.5	99.8	99.9	177,237	4.9	4.6	99.8	100.0
GEORGIA 1/	0	.0	---	---	---	0	.0	---	---	---
KENTUCKY 1/	157,992	10.1	4.0	97.9	99.7	201,378	12.8	7.5	98.1	99.9
MISSISSIPPI	204,498	15.1	6.5	96.5	100.0	58,793	4.3	9.9	95.1	100.0
NORTH CAROLINA	131,684	8.1	3.4	98.7	100.0	153,740	9.5	13.0	94.2	99.9
SOUTH CAROLINA	17,395	1.5	13.6	95.0	99.3	97,843	8.2	11.2	96.4	99.3
TENNESSEE	316,099	13.9	7.1	98.6	100.0	329,129	14.5	14.7	94.8	99.9
CHICAGO 1/	1,469,323	6.5	15.5	91.2	99.3	3,133,148	13.9	15.8	93.1	99.9
ILLINOIS	168,759	2.7	18.6	93.4	100.0	821,219	13.2	11.9	99.0	100.0
INDIANA	198,166	8.8	12.1	92.4	100.0	109,710	4.9	18.2	94.1	99.8
MICHIGAN	532,452	7.7	15.7	96.2	99.8	950,132	13.8	14.5 2/	95.6 2/	99.9 2/
MINNESOTA	209,773	9.8	26.6	65.3	95.8	172,827	8.1	15.8	81.4	99.8
OHIO 1/	26,152	1.5	26.5	64.5	98.6	164,093	9.3	20.9	91.3	99.9
WISCONSIN	334,021	10.2	7.7	99.6	100.0	915,167	28.0	19.4	87.6	99.9

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS *** UNABLE TO CALCULATE

TABLE 1: MEDICAID PAID CLAIMS -- WORKLOAD AND PROCESSING TIME DATA FOR SELECTED CLAIM CATEGORIES BY HHS REGION AND STATE, JULY-SEPTEMBER 1984

HHS REGION AND STATE	CROSSOVER CLAIMS: NUMBER OF CLAIMS	CROSSOVER CLAIMS: PERCENT OF TOTAL	CROSSOVER CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION AVERAGE DAYS	CROSSOVER CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION PERCENT REQUIRING 30 DAYS OR LESS	CROSSOVER CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION PERCENT REQUIRING 90 DAYS OR LESS	ALL OTHER CLAIMS: NUMBER OF CLAIMS	ALL OTHER CLAIMS: PERCENT OF TOTAL	ALL OTHER CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION AVERAGE DAYS	ALL OTHER CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION PERCENT REQUIRING 30 DAYS OR LESS	ALL OTHER CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION PERCENT REQUIRING 90 DAYS OR LESS
DALLAS	1,868,836	19.4	5.9	98.0	99.8	640,370	6.7	13.9	96.7	99.8
ARKANSAS	282,435	21.2	2.3	99.8	100.0	136,254	10.2	13.0	98.7	100.0
LOUISIANA	239,922	8.8	10.4	97.5	99.9	294,016	10.8	15.1	98.1	99.9
NEW MEXICO	63,740	13.4	4.5	99.4	99.9	50,380	10.6	17.4	89.6	99.0
OKLAHOMA	101,270	17.3	20.7	70.4	96.2	49,818	8.5	10.6	90.2	99.7
TEXAS	1,181,469	26.3	4.7	99.9	100.0	109,902	2.4	11.8	96.6	99.7
KANSAS CITY 1/	183,936	7.4	1.9	99.3	99.7	255,940	10.3	10.4	93.5	99.3
IOWA 1/	0	.0	---	---	---	0	.0	---	---	---
KANSAS	46,691	5.5	1.0	100.0	100.0	75,520	8.9	4.2	99.7	100.0
MISSOURI 1/	137,245	8.4	2.2	99.1	99.6	180,420	11.0	13.0	91.0	99.0
NEBRASKA 1/	0	.0	---	---	---	0	.0	---	---	---
DENVER 1/	157,078	9.5	14.1	81.9	99.7	202,582	12.3	17.5	87.6	98.8
COLORADO	90,336	12.9	3.1	99.7	100.0	116,981	16.7	18.1	89.9	98.8
MONTANA	4,189	1.9	21.3	87.8	95.5	27,169	12.1	15.2	91.7	98.4
NORTH DAKOTA	19,794	8.0	17.1	81.6	99.9	22,796	9.2	24.4	64.0	99.5
SOUTH DAKOTA	15,842	9.1	8.8	98.9	100.0	21,861	12.5	7.6	98.4	100.0
UTAH 1/	21,036	7.9	55.7	1.7	100.0	12,247	4.6	19.7	84.6	96.6
WYOMING 1/	5,881	19.2	34.1	45.4	97.3	1,528	5.0	32.2	49.9	98.4
SAN FRANCISCO	4,908,772	24.4	7.5	97.3	100.0	1,774,001	8.8	32.3	55.3	97.6
CALIFORNIA	4,822,411	25.3	7.3	97.4	100.0	1,702,251	8.9	32.8	54.0	97.5
GUAM	1,392	3.9	21.4	75.4	99.9	4,763	13.4	20.7	75.8	99.6
HAWAII	55,413	6.6	17.6	92.5	99.7	47,742	5.7	24.5	82.5	97.1
NEVADA	29,556	18.0	22.5	89.7	99.8	19,245	11.7	9.6	98.1	99.8
SEATTLE 1/	140,875	5.1	12.1	98.7	99.9	589,224	21.2	18.2	91.3	99.8
ALASKA 1/	1,648	3.7	12.9	96.2	99.8	2,736	6.1	17.7	86.7	99.6
IDAHO	13,670	6.6	9.2	97.9	100.0	62,577	30.3	12.3	93.6	99.9
OREGON	0	.0	---	---	---	121,316	15.6	17.8	92.6	99.4
WASHINGTON	125,557	7.2	12.5	98.8	99.9	402,595	23.0	19.2	90.6	99.9

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS *** UNABLE TO CALCULATE

TABLE 1: MEDICAID PAID CLAIMS -- WORKLOAD AND PROCESSING TIME DATA FOR SELECTED CLAIM CATEGORIES BY HHS REGION AND STATE, JULY-SEPTEMBER 1984

HHS REGION AND STATE	TOTAL CLAIMS: NUMBER OF CLAIMS	TOTAL CLAIMS: PERCENT OF TOTAL	TOTAL CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION: AVERAGE DAYS	TOTAL CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION: PERCENT REQUIRING 30 DAYS OR LESS	TOTAL CLAIMS: DATE OF RECEIPT TO DATE OF ADJUDICATION: PERCENT REQUIRING 90 DAYS OR LESS
TOTALS FOR REPORTING STATES 1/	120,256,017	100.0	14.2	91.9	99.6
BOSTON 1/	5,749,702	100.0	10.4	95.7	99.6
CONNECTICUT	1,421,761	100.0	11.4	94.8	99.8
MAINE	804,974	100.0	8.5	98.6	99.8
MASSACHUSETTS 1/	2,612,975	100.0	10.6	94.8	99.6
NEW HAMPSHIRE 1/	188,400	100.0	13.0	99.9	100.0
RHODE ISLAND	330,073	100.0	7.8	98.3	100.0
VERMONT	391,519	100.0	11.0	95.4	98.0
NEW YORK	29,549,421	100.0	13.4 2/	97.1 2/	99.9 2/
NEW JERSEY	3,403,455	100.0	9.6	97.5	99.8
NEW YORK	25,228,170	100.0	13.9	97.0	99.9
PUERTO RICO	901,745	100.0	***	***	***
VIRGIN ISLANDS	16,051	100.0	40.5	49.4	83.1
PHILADELPHIA	12,008,528	100.0	13.3	94.0	99.8
DELAWARE	152,304	100.0	11.8	96.4	99.8
WASHINGTON D.C.	932,852	100.0	20.2	84.7	98.5
MARYLAND	2,356,531	100.0	10.7	99.1	100.0
PENNSYLVANIA	6,029,929	100.0	13.7	97.8	100.0
VIRGINIA	1,912,416	100.0	3.9	99.8	100.0
WEST VIRGINIA	624,496	100.0	36.6	34.0	97.9
ATLANTA 1/	13,765,677	100.0	8.3	97.9	99.8
ALABAMA	2,122,605	100.0	7.6	96.9	100.0
FLORIDA	3,628,290	100.0	6.2	99.8	100.0
GEORGIA 1/	0	.0	---	---	---
KENTUCKY 1/	1,570,712	100.0	5.7	98.8	99.8
MISSISSIPPI	1,358,284	100.0	8.2	95.9	100.0
NORTH CAROLINA	1,622,961	100.0	9.5	97.6	100.0
SOUTH CAROLINA	1,196,513	100.0	12.4	95.7	98.4
TENNESSEE	2,266,312	100.0	11.4	98.0	100.0
CHICAGO 1/	22,554,554	100.0	14.5	93.9	99.7
ILLINOIS	6,233,472	100.0	13.1	98.8	100.0
INDIANA	2,250,175	100.0	13.5	96.8	99.9
MICHIGAN	6,902,803	100.0	15.9	93.9	99.4
MINNESOTA	2,143,797	100.0	15.9	78.7	99.3
OHIO 1/	1,757,657	100.0	13.0	90.4	99.9
WISCONSIN	3,266,650	100.0	15.0	94.1	99.9

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS *** UNABLE TO CALCULATE

TABLE 1: MEDICAID PAID CLAIMS -- WORKLOAD AND PROCESSING TIME DATA FOR SELECTED CLAIM CATEGORIES BY HHS REGION AND STATE, JULY-SEPTEMBER 1984

HHS REGION AND STATE	TOTAL CLAIMS: NUMBER OF CLAIMS	TOTAL CLAIMS: PERCENT OF TOTAL	DATE OF RECEIPT TO DATE OF ADJUDICATION: AVERAGE DAYS	DATE OF RECEIPT TO DATE OF ADJUDICATION: PERCENT REQUIRING 30 DAYS OR LESS	DATE OF RECEIPT TO DATE OF ADJUDICATION: PERCENT REQUIRING 90 DAYS OR LESS
DALLAS	9,616,831	100.0	10.8	97.7	99.9
ARKANSAS	1,335,069	100.0	9.1	99.3	100.0
LOUISIANA	2,725,462	100.0	13.6	98.7	99.9
NEW MEXICO	474,122	100.0	12.4	93.6	99.5
OKLAHOMA	586,365	100.0	16.7	89.5	99.2
TEXAS	4,495,813	100.0	8.7	98.1	99.9
KANSAS CITY 1/	2,495,785	100.0	8.1	96.2	99.1
IOWA 1/	0	.0	---	---	---
KANSAS	853,019	100.0	2.6	99.9	100.0
MISSOURI 1/	1,642,766	100.0	11.0	94.2	98.7
NEBRASKA 1/	0	.0	---	---	---
DENVER 1/	1,646,142	100.0	13.0	91.6	99.3
COLORADO	700,337	100.0	9.8	97.0	99.8
MONTANA	224,703	100.0	14.7	94.0	98.5
NORTH DAKOTA	248,865	100.0	19.4	78.2	98.8
SOUTH DAKOTA	174,603	100.0	9.8	99.0	99.9
UTAH 1/	267,022	100.0	14.2	86.7	98.7
WYOMING 1/	30,612	100.0	28.6	57.5	98.2
SAN FRANCISCO	20,090,147	100.0	22.9	72.4	99.0
CALIFORNIA	19,056,223	100.0	23.2	71.4	99.0
GUAM	35,601	100.0	15.7	83.5	99.6
HAWAII	834,496	100.0	17.1	89.2	98.9
NEVADA	163,827	100.0	13.3	94.9	99.8
SEATTLE 1/	2,779,230	100.0	15.6	93.9	99.8
ALASKA 1/	44,495	100.0	13.2	93.4	99.8
IDAHO	206,306	100.0	11.5	94.8	99.6
OREGON	779,621	100.0	16.4	93.2	99.7
WASHINGTON	1,748,808	100.0	15.8	94.1	99.9

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS *** UNABLE TO CALCULATE

TABLE 2: MEDICAID CLAIMS WORKLOAD--VOLUME OF ADJUDICATED CLAIMS BY TYPE OF SERVICE
JULY-SEPTEMBER 1984

- - - - - - - - PHYSICIAN CLAIMS - - - - - - - - - -

	STATE	VOLUME			STATE	VOLUME	
01	CALIFORNIA.....	3,439,255		28	OREGON.....	192,213	
02	NEW YORK.....	3,124,299		29	ARKANSAS.....	188,400	
03	MICHIGAN.....	1,832,564		30	CONNECTICUT.....	176,018	
04	ILLINOIS.....	1,305,342		31	MAINE.....	148,535	
05	TEXAS.....	872,526		32	WEST VIRGINIA...	124,830	
06	FLORIDA.....	846,192		33	NEW MEXICO.....	106,074	
07	NEW JERSEY.....	845,947		34	VERMONT.....	71,435	
08	MARYLAND.....	676,932		35	UTAH.....	67,603	1/
09	PENNSYLVANIA....	658,901		36	OKLAHOMA.....	61,560	
10	LOUISIANA.....	582,854		37	NORTH DAKOTA....	52,483	
11	VIRGINIA.....	416,196		38	COLORADO.....	48,354	
12	MINNESOTA.....	411,189		39	DELAWARE.....	43,463	
13	OHIO.....	393,188	1/	40	MONTANA.....	40,136	
14	INDIANA.....	389,138		41	RHODE ISLAND....	33,695	
15	KENTUCKY.....	379,516	1/	42	NEVADA.....	33,605	
16	SOUTH CAROLINA..	367,743		43	IDAHO.....	31,087	
17	WISCONSIN.....	328,055		44	SOUTH DAKOTA....	30,652	
18	WASHINGTON.....	318,270		45	NEW HAMPSHIRE...	25,894	1/
19	MASSACHUSETTS...	312,593	1/	46	ALASKA.....	20,042	1/
20	MISSOURI.....	304,299	1/	47	WYOMING.....	16,465	1/
21	TENNESSEE.....	299,502		48	GUAM.....	11,460	
22	HAWAII.....	299,345		49	VIRGIN ISLANDS..	87	
23	WASHINGTON D.C..	280,002		50	GEORGIA.....	0	1/
24	NORTH CAROLINA..	278,277			IOWA.....	0	1/
25	ALABAMA.....	274,873			NEBRASKA.....	0	1/
26	MISSISSIPPI.....	215,139			PUERTO RICO.....	0	
27	KANSAS.....	208,756					

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS

TABLE 2: MEDICAID CLAIMS WORKLOAD--VOLUME OF ADJUDICATED CLAIMS BY TYPE OF SERVICE
JULY-SEPTEMBER 1984

- - - - - - - - - PRESCRIBED DRUGS - - - - - - - - - -

	STATE	VOLUME			STATE	VOLUME	
01	NEW YORK	6,422,564		28	COLORADO	339,222	
02	CALIFORNIA	4,473,558		29	OREGON	322,802	
03	ILLINOIS	2,803,271		30	WEST VIRGINIA	311,590	
04	PENNSYLVANIA	2,755,174		31	OKLAHOMA	285,210	
05	MICHIGAN	2,171,070		32	MAINE	277,260	
06	FLORIDA	1,827,291		33	HAWAII	268,244	
07	TEXAS	1,544,170		34	RHODE ISLAND	180,716	
08	NEW JERSEY	1,445,846		35	NEW MEXICO	174,407	
09	LOUISIANA	1,281,074		36	WASHINGTON D.C.	172,278	
10	WISCONSIN	1,093,792		37	VERMONT	117,918	
11	INDIANA	1,016,899		38	MONTANA	114,670	
12	TENNESSEE	1,001,986		39	UTAH	105,036	1/
13	ALABAMA	883,599		40	NORTH DAKOTA	97,521	
14	VIRGINIA	869,971		41	NEW HAMPSHIRE	85,844	1/
15	MASSACHUSETTS	821,021	1/	42	SOUTH DAKOTA	69,600	
16	MARYLAND	759,128		43	DELAWARE	63,684	
17	MISSISSIPPI	741,259		44	IDAHO	61,484	
18	OHIO	715,599	1/	45	NEVADA	51,551	
19	MINNESOTA	713,469		46	GUAM	11,769	
20	NORTH CAROLINA	670,928		47	VIRGIN ISLANDS	7,782	
21	MISSOURI	641,914	1/	48	ALASKA	0	1/
22	WASHINGTON	592,610			GEORGIA	0	1/
23	ARKANSAS	577,301			IOWA	0	1/
24	KENTUCKY	550,154	1/		NEBRASKA	0	1/
25	CONNECTICUT	538,893			PUERTO RICO	0	
26	SOUTH CAROLINA	478,337			WYOMING	0	1/
27	KANSAS	350,463					

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS

TABLE 2: MEDICAID CLAIMS WORKLOAD--VOLUME OF ADJUDICATED CLAIMS BY TYPE OF SERVICE
JULY-SEPTEMBER 1984

- - - - - - - - - OUTPATIENT CLAIMS - - - - - - - - -

	STATE	VOLUME		STATE	VOLUME
01	NEW YORK	3,666,954	28	WASHINGTON	61,258
02	CALIFORNIA	1,927,881	29	MISSISSIPPI	43,898
03	PUERTO RICO	886,950	30	COLORADO	43,361
04	PENNSYLVANIA	779,474	31	KANSAS	41,815
05	MICHIGAN	747,108	32	ARKANSAS	41,327
06	ILLINOIS	449,681	33	WEST VIRGINIA	36,329
07	MARYLAND	397,621	34	RHODE ISLAND	29,540
08	MASSACHUSETTS	327,173 1/	35	HAWAII	27,538
09	TEXAS	276,188	36	NEW MEXICO	23,800
10	OHIO	199,637 1/	37	VERMONT	22,313
11	NORTH CAROLINA	191,108	38	UTAH	16,838 1/
12	WASHINGTON D.C.	191,025	39	IDAHO	16,055
13	WISCONSIN	181,087	40	DELAWARE	13,239
14	MISSOURI	177,504 1/	41	NEVADA	12,523
15	MINNESOTA	168,560	42	MONTANA	9,563
16	INDIANA	167,965	43	OKLAHOMA	9,529
17	NEW JERSEY	162,190	44	SOUTH DAKOTA	7,456
18	LOUISIANA	150,483	45	NORTH DAKOTA	6,770
19	KENTUCKY	148,902 1/	46	VIRGIN ISLANDS	6,120
20	FLORIDA	148,734	47	NEW HAMPSHIRE	5,793 1/
21	TENNESSEE	133,474	48	ALASKA	5,593 1/
22	CONNECTICUT	122,111	49	GUAM	5,316
23	MAINE	84,320	50	WYOMING	1,744 1/
24	VIRGINIA	77,057	51	GEORGIA	0 1/
25	ALABAMA	70,121		IOWA	0 1/
26	SOUTH CAROLINA	64,803		NEBRASKA	0 1/
27	OREGON	63,151			

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS

TABLE 2: MEDICAID CLAIMS WORKLOAD--VOLUME OF ADJUDICATED CLAIMS BY TYPE OF SERVICE
JULY-SEPTEMBER 1984

- - - DENTAL AND OTHER PRACTITIONER SERVICES - - - -

	STATE	VOLUME		STATE	VOLUME
01	CALIFORNIA	2,333,609	28	ARKANSAS	54,614
02	NEW YORK	2,130,316	29	OREGON	45,072
03	PENNSYLVANIA	639,464	30	NEW MEXICO	41,817
04	MICHIGAN	496,912	31	WEST VIRGINIA	33,112
05	ILLINOIS	394,713	32	MISSISSIPPI	32,540
06	NEW JERSEY	331,386	33	UTAH	30,837 1/
07	MINNESOTA	298,585	34	NORTH DAKOTA	29,103
08	WISCONSIN	270,783	35	VERMONT	28,836
09	MASSACHUSETTS	243,171 1/	36	RHODE ISLAND	27,764
10	INDIANA	233,859	37	COLORADO	21,668
11	FLORIDA	199,827	38	WASHINGTON D.C.	16,627
12	OHIO	197,261 1/	39	OKLAHOMA	15,760
13	WASHINGTON	183,247	40	MONTANA	14,896
14	TEXAS	177,809	41	NEW HAMPSHIRE	12,788 1/
15	CONNECTICUT	125,808	42	SOUTH DAKOTA	10,967
16	NORTH CAROLINA	122,979	43	IDAHO	10,814
17	MARYLAND	122,820	44	NEVADA	9,747
18	MISSOURI	121,445 1/	45	ALASKA	6,233 1/
19	HAWAII	118,310	46	DELAWARE	2,665
20	TENNESSEE	103,089	47	WYOMING	1,693 1/
21	ALABAMA	99,163	48	GUAM	374
22	VIRGINIA	87,792	49	VIRGIN ISLANDS	280
23	KENTUCKY	81,776 1/	50	GEORGIA	0 1/
24	KANSAS	79,663		IOWA	0 1/
25	SOUTH CAROLINA	78,638		NEBRASKA	0 1/
26	LOUISIANA	74,784		PUERTO RICO	0
27	MAINE	68,943			

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS

TABLE 2: MEDICAID CLAIMS WORKLOAD--VOLUME OF ADJUDICATED CLAIMS BY TYPE OF SERVICE
JULY-SEPTEMBER 1984

- - - - - - INPATIENT HOSPITAL CLAIMS - - - - - - -

	STATE	VOLUME		STATE	VOLUME
01	NEW YORK	157,148	28	WEST VIRGINIA	8,587
02	CALIFORNIA	111,816	29	OKLAHOMA	6,943
03	ILLINOIS	55,096	30	MAINE	6,753
04	SOUTH CAROLINA	53,704	31	ARKANSAS	6,636
05	MASSACHUSETTS	51,561 1/	32	ALASKA	5,563 1/
06	PENNSYLVANIA	44,619	33	COLORADO	5,311
07	MICHIGAN	44,129	34	KANSAS	5,188
08	TEXAS	32,293	35	RHODE ISLAND	4,792
09	NEW JERSEY	30,289	36	HAWAII	4,409
10	MARYLAND	26,426	37	NORTH DAKOTA	4,234
11	FLORIDA	25,288	38	NEW MEXICO	4,135
12	MISSISSIPPI	20,660	39	OREGON	3,748
13	NORTH CAROLINA	18,427	40	MONTANA	2,856
14	LOUISIANA	18,148	41	UTAH	2,675 1/
15	INDIANA	16,500	42	VERMONT	2,410
16	TENNESSEE	16,126	43	DELAWARE	2,060
17	VIRGINIA	15,299	44	SOUTH DAKOTA	1,841
18	WISCONSIN	15,281	45	IDAHO	1,529
19	KENTUCKY	14,833 1/	46	NEVADA	1,357
20	PUERTO RICO	14,795	47	NEW HAMPSHIRE	1,320 1/
21	WASHINGTON	13,957	48	WYOMING	807 1/
22	MISSOURI	13,786 1/	49	VIRGIN ISLANDS	681
23	WASHINGTON D.C.	12,656	50	GUAM	520
24	ALABAMA	12,405	51	GEORGIA	0 1/
25	OHIO	11,342 1/		IOWA	0 1/
26	CONNECTICUT	10,979		NEBRASKA	0 1/
27	MINNESOTA	10,122			

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS

TABLE 2: MEDICAID CLAIMS WORKLOAD--VOLUME OF ADJUDICATED CLAIMS BY TYPE OF SERVICE
JULY-SEPTEMBER 1984

- - - - - - - LONG TERM CARE CLAIMS - - - - - - - -

	STATE	VOLUME
01	NEW YORK	669,554
02	TEXAS	301,456
03	CALIFORNIA	245,442
04	ILLINOIS	235,391
05	PENNSYLVANIA	165,323
06	MINNESOTA	159,272
07	WISCONSIN	128,464
08	MICHIGAN	128,436
09	INDIANA	117,938
10	ALABAMA	96,748
11	FLORIDA	85,050
12	LOUISIANA	84,181
13	MASSACHUSETTS	80,160 1/
14	NEW JERSEY	73,131
15	MARYLAND	69,685
16	TENNESSEE	66,907
17	CONNECTICUT	66,705
18	MISSOURI	66,153 1/
19	VIRGINIA	59,694
20	OKLAHOMA	56,275
21	NORTH CAROLINA	55,818
22	WASHINGTON	51,314
23	OHIO	50,385 1/
24	ARKANSAS	48,102
25	KANSAS	44,923
26	MISSISSIPPI	41,497
27	SOUTH CAROLINA	38,050
28	KENTUCKY	36,161 1/
29	MAINE	35,723
30	COLORADO	35,104
31	OREGON	31,319
32	RHODE ISLAND	22,921
33	SOUTH DAKOTA	16,384
34	WEST VIRGINIA	16,233
35	NORTH DAKOTA	16,164
36	HAWAII	13,495
37	MONTANA	11,224
38	WASHINGTON D.C.	10,837
39	UTAH	10,750 1/
40	NEW MEXICO	9,769
41	NEW HAMPSHIRE	9,642 1/
42	IDAHO	9,090
43	VERMONT	8,269
44	NEVADA	6,243
45	DELAWARE	5,023
46	ALASKA	2,680 1/
47	WYOMING	2,494 1/
48	GUAM	7
49	GEORGIA	0 1/
	IOWA	0 1/
	NEBRASKA	0 1/
	PUERTO RICO	0
	VIRGIN ISLANDS	0

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS

TABLE 2: MEDICAID CLAIMS WORKLOAD--VOLUME OF ADJUDICATED CLAIMS BY TYPE OF SERVICE
JULY-SEPTEMBER 1984

- - - - - - - - - CROSSOVER CLAIMS - - - - - - - - - -

	STATE	VOLUME		STATE	VOLUME
01	CALIFORNIA.....	4,822,411	28	PENNSYLVANIA....	59,040
02	NEW YORK.....	2,942,355	29	HAWAII.....	55,413
03	TEXAS.....	1,181,469	30	KANSAS.....	46,691
04	ALABAMA.....	536,235	31	VERMONT.....	41,989
05	MICHIGAN.....	532,452	32	WEST VIRGINIA...	32,330
06	WISCONSIN.....	334,021	33	NEVADA.....	29,556
07	FLORIDA.....	318,671	34	OHIO.....	26,152 1/
08	TENNESSEE.....	316,099	35	UTAH.....	21,036 1/
09	ARKANSAS.....	282,435	36	NORTH DAKOTA....	19,794
10	LOUISIANA.....	239,922	37	NEW HAMPSHIRE...	18,920 1/
11	MASSACHUSETTS...	222,084 1/	38	SOUTH CAROLINA..	17,395
12	MINNESOTA.....	209,773	39	SOUTH DAKOTA....	15,842
13	MISSISSIPPI.....	204,498	40	IDAHO.....	13,670
14	INDIANA.....	198,166	41	RHODE ISLAND....	9,834
15	VIRGINIA.....	170,511	42	DELAWARE.....	9,076
16	ILLINOIS.....	168,759	43	WYOMING.....	5,881 1/
17	KENTUCKY.....	157,992 1/	44	MONTANA.....	4,189
18	MISSOURI.....	137,245 1/	45	ALASKA.....	1,648 1/
19	NORTH CAROLINA..	131,684	46	GUAM.....	1,392
20	WASHINGTON.....	125,557	47	VIRGIN ISLANDS..	32
21	CONNECTICUT.....	119,441	48	GEORGIA.....	0 1/
22	MAINE.....	104,665		IOWA.....	0 1/
23	OKLAHOMA.....	101,270		MARYLAND.....	0
24	COLORADO.....	90,336		NEBRASKA.....	0 1/
25	WASHINGTON D.C..	65,850		OREGON.....	0
26	NEW JERSEY.....	65,249		PUERTO RICO.....	0
27	NEW MEXICO.....	63,740			

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS

TABLE 2: MEDICAID CLAIMS WORKLOAD--VOLUME OF ADJUDICATED CLAIMS BY TYPE OF SERVICE
JULY-SEPTEMBER 1984

		ALL OTHER CLAIMS				ALL OTHER CLAIMS	
	STATE	VOLUME			STATE	VOLUME	
01	NEW YORK	6,114,980		28	VERMONT	98,349	
02	CALIFORNIA	1,702,251		29	SOUTH CAROLINA	97,843	
03	MICHIGAN	950,132		30	MAINE	78,775	
04	PENNSYLVANIA	927,934		31	KANSAS	75,520	
05	WISCONSIN	915,167		32	IDAHO	62,577	
06	ILLINOIS	821,219		33	WEST VIRGINIA	61,485	
07	MASSACHUSETTS	555,212	1/	34	MISSISSIPPI	58,793	
08	NEW JERSEY	449,417		35	NEW MEXICO	50,380	
09	WASHINGTON	402,595		36	OKLAHOMA	49,818	
10	TENNESSEE	329,129		37	HAWAII	47,742	
11	MARYLAND	303,919		38	NEW HAMPSHIRE	28,199	1/
12	LOUISIANA	294,016		39	MONTANA	27,169	
13	CONNECTICUT	261,806		40	NORTH DAKOTA	22,796	
14	VIRGINIA	215,896		41	SOUTH DAKOTA	21,861	
15	KENTUCKY	201,378	1/	42	RHODE ISLAND	20,811	
16	WASHINGTON D.C.	183,577		43	NEVADA	19,245	
17	MISSOURI	180,420	1/	44	DELAWARE	13,094	
18	FLORIDA	177,237		45	UTAH	12,247	1/
19	MINNESOTA	172,827		46	GUAM	4,763	
20	OHIO	164,093	1/	47	ALASKA	2,736	1/
21	NORTH CAROLINA	153,740		48	WYOMING	1,528	1/
22	ALABAMA	149,461		49	VIRGIN ISLANDS	1,069	
23	ARKANSAS	136,254		50	GEORGIA	0	1/
24	OREGON	121,316			IOWA	0	1/
25	COLORADO	116,981			NEBRASKA	0	1/
26	TEXAS	109,902			PUERTO RICO	0	
27	INDIANA	109,710					

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TABLE 2: MEDICAID CLAIMS WORKLOAD--VOLUME OF ADJUDICATED CLAIMS BY TYPE OF SERVICE
JULY-SEPTEMBER 1984

- - - - - - - - - TOTAL CLAIMS - - - - - - - - - - -

	STATE	VOLUME			STATE	VOLUME	
01	NEW YORK	25,228,170		28	PUERTO RICO	901,745	
02	CALIFORNIA	19,056,223		29	KANSAS	853,019	
03	MICHIGAN	6,902,803		30	HAWAII	834,496	
04	ILLINOIS	6,233,472		31	MAINE	804,974	
05	PENNSYLVANIA	6,029,929		32	OREGON	779,621	
06	TEXAS	4,495,813		33	COLORADO	700,337	
07	FLORIDA	3,628,290		34	WEST VIRGINIA	624,496	
08	NEW JERSEY	3,403,455		35	OKLAHOMA	586,365	
09	WISCONSIN	3,266,650		36	NEW MEXICO	474,122	
10	LOUISIANA	2,725,462		37	VERMONT	391,519	
11	MASSACHUSETTS	2,612,975	1/	38	RHODE ISLAND	330,073	
12	MARYLAND	2,356,531		39	UTAH	267,022	1/
13	TENNESSEE	2,266,312		40	NORTH DAKOTA	248,865	
14	INDIANA	2,250,175		41	MONTANA	224,703	
15	MINNESOTA	2,143,797		42	IDAHO	206,306	
16	ALABAMA	2,122,605		43	NEW HAMPSHIRE	188,400	1/
17	VIRGINIA	1,912,416		44	SOUTH DAKOTA	174,603	
18	OHIO	1,757,657	1/	45	NEVADA	163,827	
19	WASHINGTON	1,748,808		46	DELAWARE	152,304	
20	MISSOURI	1,642,766	1/	47	ALASKA	44,495	1/
21	NORTH CAROLINA	1,622,961		48	GUAM	35,601	
22	KENTUCKY	1,570,712	1/	49	WYOMING	30,612	1/
23	CONNECTICUT	1,421,761		50	VIRGIN ISLANDS	16,051	
24	MISSISSIPPI	1,358,284		51	GEORGIA	0	1/
25	ARKANSAS	1,335,069			IOWA	0	1/
26	SOUTH CAROLINA	1,196,513			NEBRASKA	0	1/
27	WASHINGTON D.C.	932,852					

1/ FAILED TO SUBMIT ALL REPORTS IN PERIOD 2/ DATA FOR LESS THAN REQUIRED MONTHS DUE TO REPORTING ERRORS

APPENDIX

CLAIM DEFINITIONS

A claim is defined as a line item with an associated charge to be adjudicated, except for inpatient hospital services for which a claim is defined as a single hospital billing issued for a portion of, or all of, the inpatient hospital stay. Where a single hospital billing is comprised of more than one document, the billing is counted as a single claim.

Adjudicated for payment claims are claims which have had all claims processing steps completed and the claims are ready for check or warrant writing. Finally, those claims have been neither denied or rejected, and if any of the claims have ever been placed in a pending status these claims have had their pending status resolved and are no longer pending. The following are examples illustrating how this definition applies to different types of claims.

Hospital Outpatient Claims - Some States pay outpatient bills on the basis of total presented charges with a year-end cost report and settlement process used to reconcile charges to costs. In such cases, each individual billing, which may consist of more than one document, should be counted as a single claim. Other States pay outpatient bills on a fee-for-service basis with each line item having an associated charge to be adjudicated. In these cases, each line item should be counted as a single claim.

SNF/ICF Claim - Some States use ledger-type billing forms for SNF/ICF services with several patient names appearing on a single billing instrument. In such cases each patient entry is to be counted as a single claim.

Hospital Inpatient Claim - A claim should be counted for each separate hospital billing issued for a portion of, or all of, the inpatient hospital stay. When a single hospital billing is comprised of more than one document, the billing is counted as a single claim.

Physicians' Claims - Each line item with a separate charge to be adjudicated is counted as a single claim.

CLAIM CATEGORY DEFINITIONS—The definitions below indicate which services (and lines) from the Part IV HCFA-120 are included under each heading:

INPATIENT HOSPITAL

Inpatient Hospital Services (Line 2) - Items and services for the care of inpatients furnished and billed for by a licensed or formally approved hospital (excluding mental hospital under the direction of a physician or dentist).

Mental Hospital Services for the Aged (line 3) - Inpatient hospital services provided to persons age 65 and over in a hospital that is primarily engaged in providing diagnosis, treatment, or other care for individuals with mental diseases. Include services provided in the psychiatric wing of a general hospital.

LONG TERM CARE

SNF/ICF Services for the Aged (Line 4) - Skilled nursing and intermediate care services provided to individuals age 65 and over in a designated institution for the treatment of mental disease.

Inpatient Psychiatric Facility Services for Individuals Age 21 and Under (Line 5) - Items and services provided under the direction of a physician to persons under age 21 in an institution accredited as a psychiatric facility by the Joint Commission on Accreditation of Hospitals. If the recipient is receiving such services immediately before reaching age 21, coverage continues until age 22 is attained (if medically required).

ICF Services for Mentally Retarded (Line 6) - ICF services for mentally retarded persons receiving active treatment in certified institutions for the mentally retarded or for persons with related conditions.

ICF Services—All Other (Line 7) - Services provided to individuals in an intermediate care facility other than those certified for the mentally retarded or an institution for mental disease.

Skilled Nursing Facility (SNF) Services (Line 8) - Skilled nursing or rehabilitative services provided under physician's orders on an inpatient basis and billed for by a certified facility that meets standards for skilled care established under the Title XIX program.

PHYSICIAN

Physicians' Services (Line 9) - Services provided and billed for by an individual licensed under State law to practice medicine or osteopathy. Exclude all such services that are provided as a part of inpatient or outpatient hospital services or of clinic or laboratory services and billed for by the hospital, clinic or laboratory.

PRESCRIBED DRUG

Prescribed Drugs (Line 17) - Simple or compound substances or mixtures of substances prescribed by a physician, dentist, or other licensed practitioner for the cure, mitigation, or prevention of disease, or for health maintenance. For reporting purposes, prescribed drugs will be those dispensed by licensed pharmacists. Includes durable medical goods billed by a pharmacy.

OUTPATIENT

Outpatient Hospital Services (Line 12) - Preventive, diagnostic, therapeutic, rehabilitative, or palliative items or services furnished to outpatients by a hospital and by, or under the direction of, physicians or dentists in a licensed or formally approved hospital.

DENTAL AND OTHER PRACTITIONER

Dental Services (Line 10) - Diagnostic, preventive or corrective procedures administered by, or under the supervision of a dentist. The term "dentist" means a person licensed to practice dentistry or dental surgery.

Exclude all such services provided as a part of inpatient hospital, outpatient hospital, clinic, or laboratory services and billed for by the hospital, clinic, or laboratory.

Other Practitioner (Line 11) - Services provided by practitioners, other than physicians and dentists, whose services are specified in the State plan. Examples of other practitioners are chiropractors, professional nurses, podiatrists, psychologists, optometrists, and Christian Science practitioners, when recognized under State law. Services of professional nurses include private duty nursing services as defined in 42 CFR 440.80 when recognized in the State plan. If the services of other practitioners are billed for by a hospital they are to be considered as inpatient or outpatient hospital services, as applicable. If eyeglasses or hearing aids are billed for by the professional practitioner, they should be included under "Other Practitioner Services"; otherwise, they should be billed under "Other Care."

CROSSOVER CLAIMS

Part A Crossover Claims (Line 22) - Claims for which all but deductible and coinsurance amounts have already been paid under Medicare hospital insurance program.

Part B Crossover Claims (Line 23) - Claims for which all but deductible and coinsurance amounts have already been paid under Supplemental Medical Insurance Benefits.

ALL OTHER

Clinic Services (Line 13) - Preventive, diagnostic, therapeutic, rehabilitative, or palliative items or services furnished to outpatients by, or under the direction of, physicians or dentists in a facility which is not part of a hospital, but which is organized and operated to provide such services to outpatients. A clinic staff may include practitioners with different specialities. A group of physicians who share space, services of supporting staff, etc., only for mutual convenience should be considered physicians for reporting purposes rather than a clinic, even though they practice under the name of a clinic.

Home Health Services (Line 14) - The following items and services furnished to a patient in his home (excluding a hospital or nursing home) on recommendation of a physician; intermittent or part-time nursing services provided by a home health agency, or by a registered professional nurse, or licensed practical nurse where no home health agency is available to provide such services; medical supplies, equipment, and supplies suitable for use in the home (where billed by a home health agency); and services of a home health aide and physical therapy, occupational therapy, or speech pathology and audiology services provided by a home health agency or by a facility licensed by the State to provide medical rehabilitation services.

Family Planning Services (Line 15) - Medically approved services, other than sterilization, including diagnosis, treatment, drugs, supplies, devices, and related counseling, provided or prescribed by or under the supervision of a physician for individuals of child-bearing age for purposes of enabling such individuals to freely determine the number and spacing of their children.

Laboratory and Radiological Services (Line 16) - Professional laboratory and radiological services that are ordered by a physician or other licensed practitioner, and provided to a patient in an office or similar facility (other than a hospital outpatient department or clinic), or by a qualified laboratory, or physician who provides only such services.

Early and Periodic Screening (Line 18) - Physical and mental health assessments given to Medicaid-eligible individuals under age 21 to carry out the screening provisions of the EPSDT program. These assessments may be done on a group basis in a clinic or by individual practitioners in their offices.

Rural Health Clinic Services (Line 19) - Services provided in a clinic designated by the Secretary to be in a rural, medically underserved area. Services provided by a physician assistant or nurse practitioners working in a rural clinic will be covered if: (1) they are otherwise covered when provided by a physician and (2) the physician assistant or nurse practitioner is legally authorized under State law to perform the services. Services and supplies presently covered when provided as incident to a physicians' service will also be covered. In addition, if there is a shortage of home health agencies in the area, covered services include part-time visiting nurse care and related services provided to a homebound patient by a nurse employed by the rural health clinic.

Sterilization Services (Line 20) - Medical procedures, treatments, or operation performed for the primary purpose of rendering an individual permanently incapable of reproduction.

Other Care (Line 21) - Medical care or services listed in 42 CFR 440, but not classifiable under one of the above defined categories.

EXPLANATION OF TABLE HEADINGS

TABLE 1

Number of Claims - Number of claims processed to completion by the State, fiscal agent, or health insurance plan during the report period. Includes only claims which result in payments or in offsets to a provider's balance due to the State.

Percent Distribution - The percentage that the number of claims for each type of service is of the total number of adjudicated claims for that State.

Average Days From Date of Receipt to Date Adjudicated - The mean number of elapsed days from date of receipt to date of final adjudication.

NOTE: Date of Receipt—The date the claim is received at the State or fiscal agent claims processing facility. For Title XVIII crossover claims this date is the date which the claim is received in the claims processing facility after Medicare has paid its share.

Date of Adjudication—The date on which the claim is fully adjudicated and available for payment (although issuance of a warrant may not occur for several days in most States).

Percent of Claims Requiring 30 (90) Days or Less From Date of Receipt to Date of Adjudication—The percent of claims which were adjudicated during the reporting period for which 30 (90) days or less elapsed from date of receipt to date of adjudication.

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